

## JOB DESCRIPTION

**JOB TITLE:** Senior Data Analytics  
**DEPARTMENT:** Technology  
**PEOPLE LEADER:** Senior Manager of Analytics

**EXEMPTION STATUS:** Exempt  
**EEO-1 STATUS:**

**JOB SUMMARY:** The Senior Data Analyst will be responsible for managing incoming requests for information and creating relevant and actionable reporting that can be used to produce measurable meaningful enhancements to processes as well as customer engagement metrics. They will work with all departments across EASE Logistics to understand process and identify improvements that will reduce time and/or cost or enhance customer experience and engagement.

### **ESSENTIAL DUTIES:**

- Guides and educates best practices within the department in building dashboards.
- Influences others within the job area through explanation of facts, policies, and practices.
- Recommends process improvements for the area of responsibility.
- Develops dynamic, scalable, and effective dashboards including related KPIs/ metrics for visual analysis.
- Maintains data engineering specifications to ensure they are logical and accurate and meet internal objectives in online data visualization environments and platforms like Excel and PowerBI.
- Leads and participates in special projects and initiatives.
- Innovates and implements large-scale quality improvements to processes and/or systems by conducting data analyses and making recommendations, troubleshooting technical issues, and refining process around internal customer support.
- Analyzes existing dashboards and reports using performance tuning.
- Works with colleagues to identify opportunities for process improvements and assist in the implementation.
- Provides input for complex Data Science and Big Data Mining projects.
- Design, manage, and deliver analyses for all operational departments via complex workflows and statistical modeling.
- Collaborates with team members and communicates relevant information to leadership.
- Upholds the security and confidentiality of documents and data within the area of responsibility.
- Other duties as assigned.

### **PROFESSIONAL**

- Ability to adapt and work in a fast-paced environment.
- Build and foster an environment of teamwork, integrity, and leadership.
- Communicate, written and verbal, in a manner that is respectful, professional, and polite.
- Demonstrate efficient time management skills by being punctual and reliable.

### **WORK ENVIRONMENT**

- The physical environment requires the employee to work in an open office setting with regulated temperatures, where many people are on the phone for long periods.

**PHYSICAL DEMANDS**

- Sitting or standing at a desk, typing, looking at multiple computer screens, and responding to inbound/outbound phone calls, emails, and instant messages throughout the day.
- Occasionally may need to bend, stand, or lift up to 10 lbs.

**POSITION TYPE AND EXPECTED HOURS OF WORK**

- This position is full-time. Employees typically work Monday-Friday, typical working hours (with an hour lunch), 40+ hours per week, as business demands.
- This role is expected to work outside of typical business hours as business needs dictate.

**TRAVEL**

- This position would require minimal to no travel. Employees may travel to work-related conferences, trainings, events, etc.

**QUALIFICATIONS****Education**

- High School Diploma or GED is required.
- Associate degree with a concentration in Data Science, Computer Science, or a related field of study is preferred.
- Bachelor's degree with a concentration in Data Science, Computer Science, or a related field of study is preferred.
- Professional certifications in data analysis, data science, or related tools and technologies (examples include Certified Analytics Professional (CAP), Microsoft Certified: Data Analyst Associate), or certifications in specific software like SQL, Python, R, SAS, Tableau, or similar are strongly preferred.

**Experience**

- A minimum of 1 year of related work experience with a bachelor's degree
- A minimum of 3 years of related work experience with an associate degree
- In lieu of a degree, a minimum of 5 years of related experience are required.
- Transportation industry a plus.

**Knowledge, Skills, and Abilities**

- Internally driven individual who consistently seeks out information, innovations, tools, and processes with personal and professional applications.
- Energetic, relentless, and thrives on hunting for improvement opportunities.
- Excellent communicator through phone and electronic communications.
- Professional demeanor and presence when meeting with prospects/customers.
- Constructive problem solver.
- Ability to remain calm under sometimes stressful situations.
- Ability to adapt quickly to different situations and multitask.
- Proficient in Microsoft Office Suite.
- Demonstrated leadership skills, with the ability to effectively communicate and collaborate with cross-functional teams.
- Attention to detail, with a focus on accuracy and compliance in a fast-paced, dynamic environment.

**DISCLAIMER:** EASE is a rapidly growing and changing company, responsibilities of this position will continue to adjust as needed to meet business demands. This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee and may change, or new ones may be assigned at any time. Employees will be notified of any additions or changes to responsibilities, duties, or expectations by their direct manager or anyone in a position of authority within EASE Logistics.

**EQUAL OPPORTUNITY:** EASE Logistics Services LLC is an equal opportunity employer. Each applicant and employee will be given full consideration for employment and advancement without regard to race, religion, color, sex, national origin, veteran status, age, or disability.